

Fran Bradley
732 Concord Stage Road
Weare NH 03281
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Professional Summary

IT Professional with proven technical expertise focused on providing solutions to complex problems through thoughtful analysis and timely execution. Provided software engineers, technicians, and outside contractors with clear direction to keep multiple projects on schedule. A project manager dedicated to team concepts of collaboration in order to expedite successful problem analysis and resolution. Resourceful hands on Manager focused on applying best practice methodologies to maintain high security and continuous system services within pre-determined budgets.

Technical knowledge:

Protocols: RAS, WINS, DHCP, DNS, TCP-IP, SMTP, POP3, Telnet, SIP, FTP, SFTP, VPN, SNMP, SSH, IRC, PPP, IMAP, HTTP, UDP, PPTP, SMB, SNA, AppleTalk, ICA, RDP, SSLVP, RIP, ARP, IPv4, IPv6. AES, IPsec, Kerberos, WPA2, WPA-PSK, TKIP.

Hardware: HP Procurve Switches, Sonicwall, HP Ultrium Tape Library, Quantum Superloader3, Cisco Devices X-Roads Edge2, Intel, IBM, Dell PV, Dell NAS, Adaptec Storage, MitelTelcom, Radware Web Directors, NetApp, QNap, Apple, Cell phones, Buffalo NAS, Fujitsu, PolyCom IP Phones.

Software: Windows Server 2003/2008/2012/2016), MDAemon Pro Email, MS Exchange 2003/2007/2010, Backup Exec 10/11/12/2016, Linux Ubuntu, IIS 5/6/7, MS Office 2007/2010, 2013, 2016, 365 Crystal Reports, Interwoven Document Management System, Trend Office Scan, Malwarebytes Management Console, Shop Vue, VM Ware (ESX/ESXi), HyperV, Track-IT, Webex, MSSQL 2000/2005/2008, MySql, Spice Works, Macromedia Contribute, Dreamweaver, Desktop Authority, Symantec Ghost, AutoCad, GIS, Citrix XenApp, SAS, Deltek Vision, Math works, Microsoft Project, Microsoft Visio, SharePoint.

Experience and Accomplishments:

Computer Network Consultant - 11/2017 to present

Normandeau Associates, INC – 10/2010 to 11/2017
Bedford, NH

IT Manager / Security Officer

Responsible for managing and providing direction to the corporate IT department of a wide area two hundred and seventy-person Environmental Consulting firm supervising a team of highly skilled technicians, which included a senior systems administrator and three technical support specialist. The department supported a complex mix of virtual and physical servers with inter connecting switches, IPsec firewalls, multiple internet providers, NAS and SAN storage that provides the business information systems to service office administration managers, project managers, operations personnel, accounting, and a group of diversely disciplined scientists located in eighteen different offices of varying size across the country.

- *Transformed a dysfunctional support department in to a well-organized effective unit by changing personnel, re-training, and hiring qualified individuals thus creating a professional staff that more closely reflects the technical needs of the company and its specialized users.*
- *Implemented a plan to update legacy WAN connections to newer technology producing a 40 thousand dollars per year cost savings while maintain solid interoffice connectivity.*
- *Successfully managed the re-configuration of offsite disaster recovery to support business continuity.*
- *Managed major upgrades of Exchange email and the corporate ERP.*
- *Organized a non-disruptive move to a new data center to further enhance business continuity, reducing downtime, improving disaster recovery requirements, resulting in a 30 thousand dollars a year cost savings.*
- *Managed three information system migrations for additional office acquisitions with no disruption to the business process or inter-office communications.*
- *Established security practices system wide while strengthening existing legacy deployments for all remote offices.*
- *Coordinated work with outside consultants for special corporate projects.*

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Ames Safety Envelope Company – 10/2008 to 10/2010
Somerville, MA

Chief Information Officer

Responsible for the overall IT enterprise direction for this \$35M manufacturing company with national field sales operations. Managed an annual budget of \$1M+ and reported directly to Company President. Directed a staff of 6 senior software programmers and help desk operations. Managed all outside IT consultants.

- *Met all budget targets without service disruption.*
- *Successfully integrated multiple hardware and software programs and upgrades.*
- *Led effort to automate order entry and invoice processes resulting in a significant cost savings.*
- *Negotiated contracts improving turnaround time on repairs of fire controls and security equipment.*
- *Improved IT Department status within the Company by focusing on faster response times.*

Ames Safety Envelope Company – 09/1998 to 10/2008
Somerville, MA

Network / Systems Manager

Responsible for the twenty-four-hour operation of the corporate network including machine repair, software installation, server setup, anti-virus management, email, and telecommunications needs. Manage and maintain information systems to support over one hundred and fifty users. Administer multiple operating systems in a complex ecommerce, digital print, and specialty manufacturing environment. Implement proactive security systems to protect customer and company content. Managed all help desk activity.

- *Implemented and managed Active Directory, database servers, web servers, and server farms.*
- *Operated and maintained corporate email servers MDAEMON and MS Exchange.*
- *Organized automated help desk functions using server-based asset tracking software.*
- *Set up, managed, and maintained WAN connections to remote offices in multiple locations.*
- *Eliminated internet downtime occurrences 100% by implementing a redundant T1 wireless connection utilizing high availability bandwidth managers configured for alternate routes.*

Ames Safety Envelope Company – 09/1989 to 09/1998
Somerville, MA

QA Manager

Responsible for the creation, implementation, and management of a team-oriented total quality program in a mid-sized traditional printing and paper conversion company. Hired, trained, and supervised an eight-person staff covering three shifts of operation. Conducted and participated in continuous improvement teams at all levels.

The Nashua Corporation, Nashua, NH – Computer Products Division - 1986 to 1989

Buyer

Responsible for coordinating, planning, negotiating, and general procurement of packaging materials needed to ship over six million diskettes per month for a company having sales of over one billion dollars. Establish and keep records of manual as well as computer generated systems designed to control and monitor one million dollars of just in time inventory for the division. Created strong working relationships with all suppliers to foster the company's visibility for the successful production and quality of goods delivered for the most reasonable cost.

The Nashua Corporation, Nashua, NH – Office Products Division - 1970 to 1986

Machine Operator

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Education

AS Degree Industrial Electronics 1986, New Hampshire Technical and Vocational College, Nashua, NH
Under Graduate Computer Science Daniel Webster Collage

Certificates earned:

- Cisco Inter-Connected Network Systems I & II
- Administering Windows NT Server 4.0
- Supporting Windows NT 4.0 Core Technologies
- Supporting Windows NT 4.0 Enterprise Technologies
- Internetworking MS TCP/IP on Windows NT Server
- Administering SQL 7.0 Server
- Implementing SQL 7.0 Server
- Administering IIS 5.0
- Microsoft Access Application Basics
- Migrating NT Domains to Windows Server 2003
- Troubleshooting and repair of Computers.

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References available upon request.